

# EXHIBIT E

**\* Gate Information Display \***  
**Flight Summary and Standby Passenger Information**

219  
 12/20/04

What should we title the screen which displays passenger standby information? Flight Facts? Flight Summary? Standby List? Standby Passenger Information?

**Segregated Standby List by Category Using Names**

Screen Type / Notes

Script

**Upgrades**

Should we use bullets or numbers or nothing when listing upgrades?  
 Should we use asterisks to fill in the rest of the last name?  
 What about 2- or 3 letter last names?  
 Should we show SkyMiles status?

6.57

**Flight Facts**  
**Upgrade List:**  
 (Names listed by first four letters of last name / first initial)

- Stan\*\*\*\*/G "Platinum Medallion"
- Vohr\*\*\*\*/S "Platinum Medallion"
- Hart\*\*\*\*/T "Gold Medallion"
- Bull\*\*\*\*/J "Gold Medallion"
- Slew\*\*\*\*/P "Gold Medallion"
- Bord\*\*\*\*/K "Silver Medallion"
- Hore\*\*\*\*/M "Member"

Please listen for your name to be called.

**Standby for Flight**

What should be done with parties of 2 or more?  
 Should we show these off on one line similar to a PNR or on multiple lines?  
 Will non-revs look different? Should they go on a separate list?

**Flight Facts**  
**Standby List**  
 (Names listed by first four letters of last name / first initial)

- Smith\*\*/J
- John\*\*/S
- John\*\*/T
- 2-Hall\*\*\*\*/GIM
- Mon\*\*\*\*/C
- Mon\*\*\*\*/K
- Mon\*\*\*\*/To
- Mon\*\*\*\*/Ti

Please listen for your name to be called.

**FlightFacts**  
**Customers Awaiting Seat Assignment**

(Names listed by first four letters of last name / first initial)

- Jess "JL
- MIA "IF
- Schw "IA
- Kann "IT
- Ng/K
- Lu/W

We will assign your seat as soon as possible. We apologize for the wait.

**Confirmed Without Seat**

Are we shooting ourselves in the foot with this one?  
Wouldn't the plane take off as this list gets longer?

**Flight Summary Information**

Determine which flight information will result in more questions for the agent.  
 Include them in "checked-in" category only?  
 What do we say about broken seats? Just deduct one from the capacity?

2

Flight Facts	
Information About Flight 1234 to Charlotte, NC	
Maximal Capacity	24 First 167 Coach
Seats Checked-In	24 First 149 Coach
Unclaimed Reserved Seats	0 First 6 Coach
Unassigned Seats	0 First 2 Coach
Possible Misconnecting	
Passengers by This Flight	2 First 4 Coach
Current Aircraft Seats	0 10 10
Unbooked	10 10 10
Standby	10 10 43

Passenger 1: He's got 2 seats left! Why doesn't he assign them?  
 Passenger 2: I can't remember where I am on the standby list! Let's see—6 plus 2 plus maybe 4—that's maybe 10 seats left. Now I've gotta wait for the standby screen to come back again.  
 Passenger 3: There's 2 first class people that may not make it. Should I wait, or go on and find a place for my oversized-carry-on?  
 Non-Rev 1: I hope some of these standbys got discouraged and left. I should've used a S-2! I'll go ask if I can change my priority—maybe it'll help.